

SSF Metrics





What's Involved

**Campaign
Plan**

**Four Major
Process
Changes**

Metrics

**Business
Rules**

**Exit
Criteria**

**Six
Program
Objectives**

Milestones



DA ADCSLOG Guidance

for the 23-24 Feb 99 Metrics Workshop

- ✓ Avoid metrics which:
 - are outside the scope of SSF
 - are irrelevant
 - solve existing problems
- ✓ Ask why we should be measuring this issue, who is responsible, and how
- ✓ we'll measure it
- ✓ Keep a high-level focus; this is a HQDA program
 - If there is an issue that does not meet the cut here, monitor/track it in another forum
- ✓ Avoid metrics demonstrating negative criteria
- ✓ Find ways to institutionalize the metrics
- ✓ Identify the proponent for the data collection effort & performance



Process We Followed

Run for
Milestone
2

6.

Validated
MS1

Metrics &
Exit

*Milestone 1
Metrics*

**Foundation
for Test
Objectives!**

1.

**Reviewed Process change & Determine
High Order Exit**

Criteria:

- Single Point of Sale
- Single Tier Credit
- Integrated Req. Det.
- National Maint. Mgt.

2.

**Reviewed Business
Rules**

- Single Point of Sale
- 8 Rules
- Credit/Financial
Management
- 14 Rules
- Integrated Req. Det.
- 11 Rules
- National Maintenance

3

**What Change
Achieved?**

- What Change was

4

Defined 2nd order Metrics:

- Data Sources
- Baseline
- Frequency

5.

**Crosswalked With
the SSF
Program
Essentials**

- Maintain Readiness
- Integrate Wholesale &
Retail Supply &
Maintenance
- Streamline Processes
- Reduce Logistics &
Financial Costs



Test and Evaluation Teams

Internal Evaluation Team

- Implements Demonstration Business Rules
- Ensures Relevant Data is Gathered for Established Metrics
- Reports on Progress and Status of Demonstration
- Trouble-Shoots Problems and Assists Affected Activities
- Conducts Systems Integration Test
- Prepares After-Action Report (PM Evaluation Mechanism)

Coordinated
Effort

External Evaluation Team

- Independently Assess Data Reliability
- Gathers Additional Data, as Needed
- Determines if SSF Met Objectives
- Recommends Changes to Processes
 - Documents and Summarizes Demonstration Results
 - Prepares Evaluation Report

Test Integration Working Group

"Ensures that test & evaluation planning, execution and reporting are directed towards common goals."



IV&V Planned Milestones

Test Integration Working Group	Jul 99
Limited MW and Process Testing	Jul 99-Mar
Validate Baseline Data for Metrics	Jan-Mar 00
Finalize Test and Evaluation Plan	Mar 00
Start Full Demonstration	Apr 00
Perform Test and Evaluation of SSF	Apr-J
Summarize Results and Submit Report	Aug 00
Milestone I Decision	Sep 00





Analysis of Workshop Results

Short-term

- SSF Demonstration-specific
 - Narrow focus: by site (3 months)
 - Snapshots in time

**MS1/MS2
merging
impact
assessed**

Mid-term

- Transitional Metrics
 - At the 3 sites
 - Continue assessment thru Apr '01
 - Additive to the above

Long-term

- SSF Program Implementation (Milestone 1 & 2)
 - National level metrics: Big Army
 - Additive to the above
 - Oct '00 - and beyond

**37 Baseline
Metrics**



Sample Metrics

**Measures change in
logistics and financial
activity**

- Materiel release denial rate
- Total # of wholesale backorders
- Number and dollar value of price and credit changes
- Total dollar value of credit issued
- Stock Availability



Arraying Key SSF Metrics

5 Crosswalked With the SSF Program Essentials

- **Maintain Readiness (*10)**
 - **Integrate Wholesale & Retail Logistics Operations (*9)**
 - **Streamline Processes (*5)**
 - **Reduce Logistics & Financial Costs (*3)**
 - **Optimize Utilization of Assets (*6)**
-
- **Improve Requisition Fill & OST (*4)**

** = Number of Metrics Per Category--Details In Metrics*



Metrics Overview

**Current
Focus**

**Metric
s**

Measurement of change, baseline for Demo & MS1&2

Data Collection Process

Baseline / "What was" / Historic
Demonstration / "To Be" / Trends
What changes?

**SSF PMO
LOGSA
Internal
Team**

Analytical Process: Why did things change?
Isolate "spikes" and anomalies
Correlate and cross walk

**SSF PMO
Internal
Team
External
Eval**

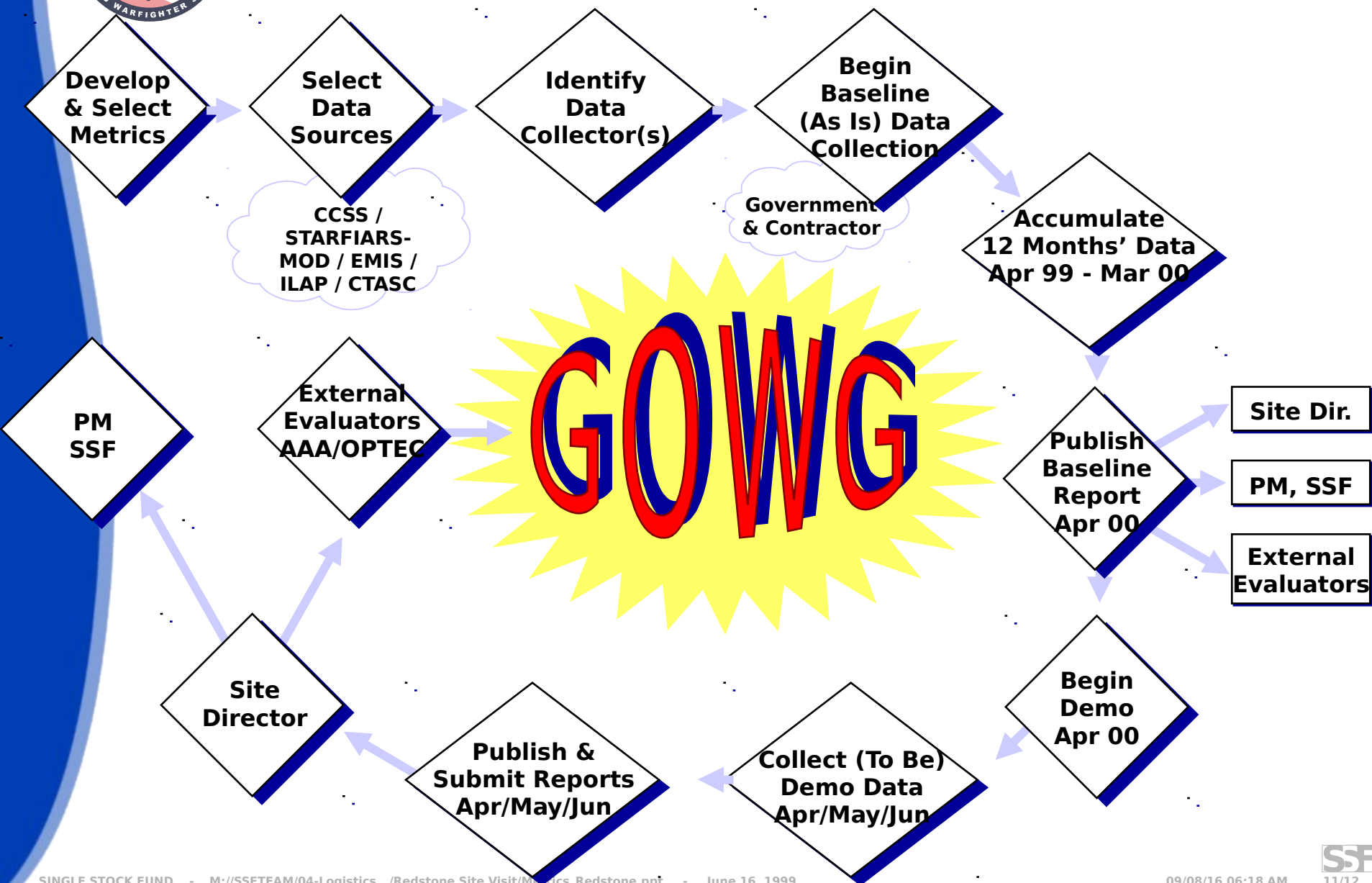
Evaluation Process

Render judgement on:
Achieving Objectives
Meeting Exit criteria
Milestone transition

**Internal
Team
External
Eval**



Data Collection Concept





What's Next

- **Feed metrics to Test & Evaluation Plan & circulate for field comments (Jun 99)**
- **Finalize Data Collection Procedures**
- **Institutionalize the evaluation process for tracking the Program after the Demo**

